

Hawaii County Wireless E9-1-1 Status Report

October 1, 2010 – October 31, 2010

• PSAP Operations

9-1-1 Call Volume – October 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,085	3,755	37.2%	6,330	62.8%

(*) Totals are based on calls to primary PSAP.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October	10,085	3,755	37.2%	6,330	62.8%	0	0.0%	1,182	11.7%
September	9,525	3,689	38.7%	5,836	61.3%	0	0.0%	1,089	11.4%
August	9,902	3,850	38.9%	6,052	61.1%	0	0.0%	1,116	11.3%
July	10,426	3,940	37.8%	6,486	62.2%	0	0.0%	1,175	11.3%
June	9,893	3,991	40.3%	5,901	59.7%	1	0.0%	1,231	12.4%
May	10,372	4,082	39.4%	6,290	60.6%	0	0.0%	1,163	11.2%
April	9,812	3,908	39.8%	5,904	60.2%	0	0.0%	1,137	11.6%
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
TOTAL YTD	100,239	39,269	39.2%	60,967	60.8%	3	0.0%	11,459	11.4%
AVG PER MO	10,024	3,927		6,097		0		1,146	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October	1,771	817	46.1%	21.8%	954	53.9%	15.1%	0	0.0%	38	2.1%
September	1,722	798	46.4%	21.6%	923	53.6%	15.8%	1	0.1%	30	1.7%
August	1,881	877	46.6%	22.8%	1,004	53.4%	16.6%	0	0.0%	24	1.3%
July	2,113	964	45.6%	24.5%	1,149	54.4%	17.7%	0	0.0%	32	1.5%
June	1,831	887	48.4%	22.2%	944	51.6%	16.0%	0	0.0%	21	1.1%
May	1,932	935	48.4%	22.9%	997	51.6%	15.9%	0	0.0%	28	1.4%
April	1,757	918	52.3%	23.5%	836	47.7%	14.2%	3	0.2%	29	1.7%
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	18,613	8,967	48.2%	22.8%	9,638	51.8%	15.8%	8	0.0%	330	1.8%
AVG PER MO	1,861	897			964			1		33	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.									

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Hawaii County Wireless E9-1-1 Status Report

October 1, 2010 – October 31, 2010

• PSAP Operations (continued)

Wireless Test – October 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
10/05/10 – 10/06/10	Verizon Wireless	39	84	Hawaii PSAP/ Akimeka
10/26/10	AT&T Mobility	2	6	Hawaii PSAP/ Akimeka

10/01/10 -- Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. There have been no updates received to date.

10/01/10 -- Ongoing Akimeka personnel continues to monitor the work with Telematics providers, OnStar, Hughes, and ATX. There have been no updates or further testing scheduled by the Telematics providers.

10/01/10 -- Ongoing Akimeka personnel continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart was distributed internally within Akimeka for additional review.

10/01/10 -- Ongoing Akimeka personnel received and reviewed the CRS from Sprint-Nextel for their Nextel towers. Questions were sent to Jennie Stein and are still under review.

Sprint's CRS was audited, reviewed and returned with some discrepancies, which are currently under review.

10/01/10 -- Ongoing Akimeka personnel participated in the monthly joint NENA/APCO Urgency Algorithm/3rd Party EMD working group, Telematics committee, and data transfer conference calls. The committees are reviewing best practice procedures for EMD delivery by Telematics providers. A proposed Best Practices Model for Providing Emergency Medical Dispatch Services was forwarded to the Neighbor Island PSAPs for review and comments.

10/01/10 -- 10/30/10 Akimeka personnel finalized the 2010 Annual Audit for T-Mobile and updated records on six (6) towers.

10/05/10 -- 10/06/10 Verizon Wireless requested re-testing of their towers and sectors due to the installation of new MPC equipment. 59.6% of the calls were delivered as WPH2, with no rebid needed, and all of the calls plotted accurately on the Positron map.

Hawaii County Wireless E9-1-1 Status Report October 1, 2010 – October 31, 2010

• MSAG

Current Month – October 2010

									(a)	(b)	
2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	469	468	170	206	35	2	55	0	1	2	5
Revised categories and report format changes effective April 2009.											

During the month of October 2010, 468 9-1-1Net requests were completed relating to the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

There are two (2) records in Suspended status as of October 31, 2010.

Year-to-Date (YTD) Summary – 2010

									(a)	(b)	
HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October	469	468	170	206	35	2	55	0	1	2	5
September	183	152	91	8	11	20	22	2,828	31	0	0
August	245	240	15	187	5	29	4	20	5	0	0
July	392	237	25	162	2	46	2	8	155	0	0
June	189	185	63	27	74	5	16	243	4	0	0
May	255	233	114	66	18	12	23	314	22	0	0
April	196	161	30	69	25	18	19	509	35	0	0
March	182	177	86	37	26	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	2,469	2,150	702	793	246	217	192	8,212	319		
AVG PER MO	247	215	70	79	25	22	19	821	32		
(*) Applies to Change, Delete and Insert categories											

Notes: Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Hawaii County Wireless E9-1-1 Status Report

October 1, 2010 – October 31, 2010

- Mapping Layers Updated/Loaded Into GIS – October 2010**

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	10/29/10			Per T-Mobile Annual Audit
	10/29/10			Per AT&T Mobility CRSS
	10/28/10			Per AT&T Mobility CRSS
	10/26/10			Per VZW CRSS
			10/24/10	
Street Centerline			10/24/10	
	10/22/10			
Address Points			10/24/10	
	10/22/10			
Psuedo Address Points				
Parcels				
Churches				
Coastal Names				
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
Fire Stations				
Food & Beverage				
Hospitals				
Hotels				
Major Roads				
Medical Facilities				
Milepost Markers				
National and State Parks				
Ocean Rescue				
Points of Interest				

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Hawaii County Wireless E9-1-1 Status Report October 1, 2010 – October 31, 2010

• Mapping Layers Updated/Loaded Into GIS – October 2010 (continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Police Beat Boundaries				
Police District				
Police ESZ				
Police Stations				
Post Office				
Schools				
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Note:	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
	Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.
	For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.

Current Month GIS Activities – October 2010

10/18/10 -- Akimeka collected new GPS data of major roads in the following communities:
10/19/10 Hawi, Kapa`au, Kamuela, Honoka`a, Pā`auhau, Pa`auilo, O`ōkala, Laupāhoehoe, Pāpa`aloa, Nīnole, Hakalau, Honomū, Pepe`ekee, Pāpa`ikou and parts of Hilo. This field work supports the spatial corrections needed for the County of Hawaii roads.

Hawaii County Wireless E9-1-1 Status Report October 1, 2010 – October 31, 2010

• Service Requests Transactions

Open Service Requests – October 2010 (September 28 – October 27, 2010)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map – Other	Low	Hawaii County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawaii was received on May 16, 2010. This request will take considerable effort to coordinate MSAG Community changes with MSAG. Akimeka will discuss this further with the Hawaii County PSAP.
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).
3	09/13/10	257	<u>Incorrect Address:</u> TN = 808/929-7425	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.
4	10/20/10	265	<u>Incorrect Address:</u> TN = 808/328-2269	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.
5	10/26/10	267	<u>Incorrect Address:</u> TN = 808/776-1738	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.
Documented Items Per April 9 Intergraph Conference Call						
6	04/21/10	192	Police/Fire Districts	911 Map – Other	High	Akimeka received written descriptions of the police and fire beats from the Hawaii County PSAPs. Screenshots illustrating the changes were sent to the Hawaii PSAPs and Akimeka is awaiting approval of the modifications.

HAWAII				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	3	1	6	0	0	3	1	0	0	0	0
September	14	14	4	0	0	14	14	0	0	0	0
August	2	1	4	0	0	2	1	0	0	0	0
July	3	8	3	0	1	3	7	0	0	0	0
June	3	13	8	0	0	3	13	0	0	0	0
May	24	15	18	4	9	19	5	0	0	1	1
April	24	16	9	11	3	13	13	0	0	0	0
March	3	3	1	2	2	1	1	0	0	0	0
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
TOTAL	106	100	6	18	16	87	83	0	0	1	1
Note: Open Service Requests reflect what is in pending status at the end of the report month.											

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions